POSITION DESCRIPTION

Position Title: Manager, Student and Academic Administration
Organisation Unit: Faculty of Medicine
Position Number: 3026408
Type of Employment: Full time, Fixed term
Classification: HEW Level 8

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world's top universities, as measured by several key independent ranking, including the CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (40), the US News Best Global Universities Rankings (42), QS World University Rankings (47), Academic Ranking of World Universities (54), and the Times Higher Education World University Rankings (66). Excluding the award component, UQ is now ranked 45th in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 53,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 17,000 international students from 135 countries, adding to its proud 260,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $2.15 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and
biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.

UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+.

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

Faculty of Medicine

The University of Queensland’s Faculty of Medicine is an internationally recognised provider of world-class education and research. The research-intensive Faculty has a gross budget of $330 million of the total $2.0B UQ budget. The Faculty employs over 1000 of the 6,600 UQ staff total, with a community of more than 4,200 non-salaried academic appointees and around 3,200 students.

The Faculty of Medicine offers Australia’s largest medical degree program for graduates and school-leavers. Undergraduate and postgraduate programs are available in the disciplines of Medicine, Health Sciences, E-Health, Mental Health, Biomedical Sciences and Public Health.

The Faculty possesses enormous strengths spanning research, teaching, industry engagement and clinical practice in disciplines ranging from the basic sciences, biomedical research and development, to clinical trials and public health. Research projects within the Faculty have already led to discoveries with far-reaching social and economic impacts, including the revolutionary Gardasil (TM) vaccine for cervical cancer (Professor Ian Frazer) and a drug discovery EMA401 (Professor Maree Smith), a first-in-class oral treatment for chronic pain which through Spinifex Pharmaceuticals led to Australia’s largest biotechnology commercialisation deal. Faculty staff include three highly cited authors, one Fellow of the Royal Society (FRS), three Fellows of the Australian Academy of Science (FAA) and 12 Fellows of the Academy of Health and Medical Sciences (AAHMS). The Faculty is a core member of Brisbane Diamantina Health Partners, the Brisbane-wide academic health science system.

Educational offerings in biomedical sciences, medicine and public health are informed and supported by research activity across a range of fundamental and clinical areas of importance including recognised strengths in cancer, skin diseases, brain and mental health, maternal and child health and genomics. Cutting-edge facilities such as the Herston Imaging Research Facility (HIRF), the UQ Centre for Clinical Research (UQCCR), our laboratories in the Translational Research Institute (TRI) and the new Centre for Children’s Health Research (CCHR) enable outstanding research outcomes and sharpen our understanding of cancer, autoimmunity, mental disorders, infectious diseases and neurological disease. Further details are available at www.medicine.uq.edu.au.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available online.
DUTY STATEMENT

Primary Purpose of Position

This is a pivotal leadership position with the responsibility of leading the Student and Academic Administration Team to achieve operational excellence and deliver outstanding client service. The position will also work closely with the broader University to streamline internal business processes, to deliver effective and efficient services.

The position will be responsible, to the Senior Manager, Student and Academic Administration, for all operational matters and for providing comprehensive and timely advice on complex student matters to the Executive Dean, Medical Dean, Associate Dean Academic, Director of the Office of Medical Education and other senior staff within the Faculty.

Duties

Duties and responsibilities include, but are not limited to:

Leadership and Management

- Lead the Student and Academic Administration team and assume overall management and responsibility for the workloads and deliverables of the team;
- Oversee the professional development of individual staff and assist staff in formulating goals and strategies to achieve these;
- Lead a collaborative effort and engage with the broader University to build partnerships with services and divisions with the goal of enhancing and streamlining the student experience and access to services and systems;
- Initiate best practice strategies, in the Faculty’s Schools and Centres, in the interpretation and application of the university’s policies and procedures as these relate to student and academic administration;
- Oversee the coordination and delivery of academic advice to students by the Associate Dean (Academic), Medical Dean and Student Administration staff;
- Act as the Senior Manager, Student and Academic Administration when required.

Policy, Liaison and Advisory

- Provide expert advice, support and recommendations to the Senior Manager, Student and Academic Administration and Associate Dean (Academic) on matters of policy and procedures in relation to student matters, including admissions, enrolments, appeals, grievances and examinations;
- Manage the Faculty response to, and provide support for Schools/Teaching Units, in relation to student appeals, grievance, fitness to practice concerns and student misconduct in accordance with University policies and procedures;
- Provide an authoritative source of information and advice to staff and students within the faculty on matters relating to student and academic administration;
- Provide support in the interpretation of relevant policy and legislation relating to program compliance in accordance with the Australian Qualifications Framework (AQF) and the application of this to programs in the Faculty of Medicine;
- Manage the preparation of submissions to central committees related to Faculty programs and courses, and the consequential implementation;
- Assist with the collation and analysis of evidence in support of Academic Program Reviews, reaccreditation and Faculty strategic initiatives;
- Work with senior Faculty and School staff to promote improved management, procedures and service delivery across the team.
Operational Management

• Manage, plan and coordinate the Faculty’s services in student and academic administration within the framework of University rules, policies and procedures to achieve overall quality and effectiveness;
• Effectively manage and delegate tasks to ensure a high functioning team where the overall goals and targets are consistently met;
• Establish and manage client services in line with the strategic goals and objectives of the University and the mission of the Faculty that:
  o implement strategies to enable students to facilitate appropriate engagement with their program of study;
  o maintain a clear focus on a high level of client service and communication;
  o contribute to an environment of continuous improvement, identifying internal and external stakeholder needs.
• Develop, implement and manage processes to review and update relevant information for students, including study guides, the courses and programs website, and the faculty website;
• Manage communication across the faculty on operational issues relating to student and academic administration to ensure staff are kept fully informed about current operational matters and relevant legislation, rules and policies;
• Develop and maintain collaborative working relationships with internal and external stakeholders to achieve positive outcomes;
• Represent the faculty on University working parties and other committees as required;
• Attend events, programs and functions, during and outside normal business hours as required;
• Manage, plan and coordinate staffing levels and ensure that all student and academic administration staff are appropriately trained, qualified and knowledgeable in the use of technology systems and business processes, which help deliver a high level of customer service at all times;
• Oversee the function and operation of Reception services for staff and students, ensuring that all administration staff are fully conversant with the entire range of courses, programs, projects and services that are delivered across the Faculty;
• Maintain the structure, integrity and accuracy of student data, course and program information in the student management system and liaise with Faculty colleagues to ensure business processes are clear and focused on operational efficiency;
• Maintain accuracy and currency of information provided to coursework students by staff within the Faculty and maintain effective communications to ensure all staff and students are fully informed and have access to the most current information on all student administrative services and activities.

Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:
• the University’s Code of Conduct
• requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
• the adoption sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
• requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University
Organisational Relationships

The position reports to the Senior Manager, Student and Academic Administration and supervises the Student and Academic Administration team within the Faculty of Medicine.

SELECTION CRITERIA

**Essential**

- Postgraduate qualifications or progress toward postgraduate qualifications and extensive relevant university experience; or management expertise and extensive relevant experience; or an equivalent combination of relevant experience and/or education/training;
- Demonstrated leadership skills in building a strong, positive culture within a complex and geographically disbursed operating environment;
- Excellent interpersonal skills including a demonstrated history of building and maintaining productive working relationships with other organisational units;
- Demonstrated effectiveness in the quality delivery of services including a high-level of client service within an environment of constrained resources;
- Demonstrated expertise in using large student administration systems and associated corporate systems to source data and deliver reports;
- Excellent verbal and written communication skills, including a demonstrated ability to write with clarity and precision;
- A thorough knowledge of student and academic administration legislation, policies and procedures, and the ability to interpret, apply and provide high level advice, including developing policy statements, preparing position papers, detailed reports and other submissions;
- A track record of commitment to a culture of continuous improvement and working autonomously, including the ability to identify areas for improvement, lead reviews and successfully implement new business processes.

**Desirable**

- Experience in the Australian tertiary education sector;
- Experience with interpretation and application of UQ policies, procedures, and rules.

*The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage for further information and points of contact if you require additional support.*

*This role is a full-time position; however flexible working arrangements may be negotiated.*

*Accessibility requirements and/or adjustments can be directed to recruitment@uq.edu.au.*